

**Illinois Department of Revenue
Regulations**

Title 4 Part 875 Section 875.20 Purposes

TITLE 4: DISCRIMINATION PROCEDURES

**PART 875
AMERICANS WITH DISABILITIES ACT
GRIEVANCE PROCEDURE**

Section 875.20 Purposes

- a) The Americans With Disabilities Act Grievance Procedure (hereinafter referred to as "Procedure") is established pursuant to the Americans With Disabilities Act of 1990, 42 U.S.C. Section 12101 et seq. (hereinafter referred to as "ADA") and specifically Section 35.107 of the Title II regulations, 28 CFR 35, requiring that a grievance procedure be established to resolve grievances asserted by qualified individuals with disabilities. Should any individual desire to review the ADA or its regulations to understand the rights, privileges and remedies afforded by it, please contact the Designated Coordinator.

- b) In general, the ADA requires that each program, service and activity offered by the Department of Revenue (hereinafter referred to as "Department"), when viewed in its entirety, be readily accessible to and usable by qualified individuals with disabilities.

- c) It is the intention of the Department to foster open communication with all individuals requesting readily accessible programs, services and activities. The Department encourages supervisors of programs, services and activities to respond to requests for modifications before they become grievances.